

# Transaction Management EDI Dashboards add-on

Gain transaction-processing insights that will improve your operations

## Introduction

As health plans engage with a growing number of trading partners and exchange an increasing volume of transactions, reliance on the organization's trading platform also increases. Because core processes such as claims and enrollment rely on fast and efficient transaction processing, greater insight into the trading platform is required. For example, the claims department needs to identify and manage pending claims quickly while the IT department needs to continuously improve transaction throughput. Without visibility into the myriad transactions entering through the trading platform, health plans are at risk for not taking corrective action in time to prevent issues and for failing to manage trading partner relationships efficiently.

A holistic view of transactions as they flow into and out of the organization — for both business and IT users — enables proactive management, before problems arise. The Edifecs Transaction Management EDI Dashboards offer easy-to-use, graphical presentations that are tailored to specific users and processes, such as claims and EDI operations, to help monitor current status and spot historical trends. This allows health plan staff to take action to improve transaction processing and trading partner relationships.

## Why Edifecs?

- Enables business and IT staff to quickly analyze transaction processing trends and issues
- Prevents issues from escalating by proactively identifying changes, such as increased rejection rates
- Offers insight into rejection patterns to facilitate corrective action or education with partners
- Reveals correlations between events and results, such as the effects of edit changes or partner outreach
- Facilitates decisions about resource use with historical trend data

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## Capabilities

The Transaction Management EDI Dashboards have been designed to address a variety of requirements for summary information to effectively manage transaction flow and trading partner relationships. Dashboards target key areas, such as transaction volume, errors, reasons claims are pending or rejected, to help users in claims, IT, and other areas work proactively to continuously improve operations. Transaction Management EDI Dashboards provide:

- **Summary Dashboards monitor daily volumes and rejection rates** to highlight anomalies against historical baseline data. Users can monitor real-time and batch channels separately and focus on specific things, such as specific trading partners or transaction types. Users can drill down through **Transaction Analysis Dashboards to view detailed information, including volume and rejection rates, specific errors, and more.** It presents the relative ranking of the top five trading partners to enable proactive collaboration with trading partners to reduce rejection rates and improve other key transaction processing metrics.
- **EDI Error Analysis Dashboard provides insight into most common EDI errors** across all transactions or for a specific transaction type with the ability to zoom in on a specific set of partners to facilitate changes that prevent errors going forward.
- **Volume Analysis Dashboard summarizes volume trends** over time with the ability to zoom in on a specific time period, trading partner, or transaction type to identify changes or trends in volume for resource planning.
- **Rejection Rate Analysis Dashboard summarizes rejection-rate trends over time** and facilitates correlation of specific actions, changes, or events on actual results to facilitate follow up with trading partners to address common errors or coding practices that are causing rejections
- **Claims Submission Summary Dashboards summarize key indicators for claims**, including claims submitted for a specified time period, pending claims, top reasons claims are pending, rejected claims, top rejection reasons, denied claims, top denial reasons, claims with payments, and claims in progress. With valuable information, the claims department has the opportunity to work closely with providers and other trading partners to address issues and continuously improve processing.
- **Claims Inventory Dashboard categorizes unpaid claims** as In Progress or Pending, provides the top five reasons claims are pending, and summarizes claims aging distribution to facilitate efficient resolution.
- **Claim EDI Error Analysis Dashboard focuses on the financial impact of claim EDI errors** and helps justify error remediation efforts with trading partners.

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The Edifecs Transaction Management EDI Dashboards offer easy-to-use, graphical presentations that are tailored to specific users and processes, such as claims and EDI operations, to help monitor current status, spot historical trends, and intervene to correct emerging issues. Through the Dashboards, business and IT users can drill down from summary information to the details of specific transactions, all within the Transaction Management user interface.

## Benefits

### Reduce costs and increase operational efficiency

### Improve claims processing

### Improve trading partner and provider relationships

## Supporting Features

- Monitor EDI operations on a daily basis with easy-to-use Summary Dashboards, with drill down through Transaction Analysis Dashboards
- Use historical trend to predict future outcomes and plan for future growth with Volume Analysis Dashboard and Rejection Rate Analysis Dashboard
- Predict best downtime window using the Volume Analysis Dashboard
- Reconcile clearinghouse bills with actual transaction volumes using the Volume Analysis Dashboard and Rejection Rate Analysis Dashboard
- Allocate claim processor resources to high-priority tasks based on volume and dollar impacted, using the Claims Inventory Dashboard
- Improve first-pass rate by analyzing reasons claims are pending or rejected using the Claims Submission Summary Dashboards
- Continuously monitor and improve claims processing practices by analyzing the top reasons claims are pending, rejected or denied
- Target partners for education and outreach programs with information about common rejection patterns or partners with high error rates gathered from the EDI Error Analysis Dashboard and Claims EDI Error Analysis Dashboard
- Monitor effectiveness of edit-change rollout and partner outreach programs with data and trends identified using the Rejection Rate Analysis Dashboard, EDI Error Analysis Dashboard and Claims EDI Error Analysis Dashboard
- Maintain provider scorecards to help negotiate provider contracts using Claims Submission Summary Dashboards



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at [edifecs.com](http://edifecs.com).